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June 7, 2021

Honorable Board of Directors  
Marin County Transit District  
3501 Civic Center Drive  
San Rafael, CA 94903

**SUBJECT: Marin County Transit District Third Quarter FY  
2020/21 Performance Report**

**board of directors**

Dear Board Members:

kate colin  
president  
city of san rafael

**RECOMMENDATION:** Accept report.

judy arnold  
vice president  
supervisor district 5

**SUMMARY:** As part of the District's service monitoring process, staff have prepared a quarterly performance report alongside the quarterly financial report. Attached is the report for the third quarter of FY 2020/21.

stephanie moulton-peters  
2nd vice president  
supervisor district 3

The quarterly report provides route-level statistics and performance measures with financial data and an in-depth analysis of trends. The report discusses any relevant external factors such as service changes.

damon connolly  
director  
supervisor district 1

Additional detailed analyses of system performance and trends are provided in an annual system performance report. This report is available on the District's website at <https://marintransit.org/service-performance-reports> in addition to the monthly reports.

eric lucan  
director  
city of novato

**FISCAL/STAFFING IMPACT:** None associated with this report.

katie rice  
director  
supervisor district 2

Respectfully submitted,

Aida Banihashemi  
Planning Manager

dennis rodoni  
director  
supervisor district 4

Attachments

brian colbert  
alternate  
town of san anselmo

## **Quarterly Performance Report for FY 2020/21 Q3**

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This report summarizes the operational performance of Marin Transit services for the third quarter of FY 2020/21 from January 1, 2021 through March 31, 2021. The Quarterly Performance Report provides detailed route-level statistics, analyzes trends, and evaluates performance measures established under Measure A and Measure AA.

### **Report Format**

The data presented in this report is generated directly from TransTrack, Marin Transit's data management system. TransTrack enables Marin Transit to consolidate and analyze all operational data from the District's transit programs and contractors as one system. The reporting tools capture all costs associated with service operations and are not limited to contractor costs. This reporting format most accurately represents the District's actual costs of providing service.

Route performance is presented relative to typology-based targets. The Board updated the targets on April 2, 2018 as part of a larger performance monitoring plan update. These typology-based targets aim to match routes and service levels to the markets they are intended to serve. All performance and financial data are consistent with the District's reporting for the National Transit Database.

### **Performance Goals**

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Performance goals at the route level are measured in both productivity (unlinked passengers per hour and per trip) and cost-effectiveness (subsidy per unlinked passenger trip). **Table 1** below summarizes route level performance goals by typology. Note that there are currently no productivity or cost-effectiveness goals identified for the Yellow Bus or Partnership service typologies.

**Table 1: Productivity and Subsidy Goals by Service Typology**

| Service Typology | Routes   | Unlinked Passenger Trips per Hour (at or above)* | Subsidy per Passenger Trip (at or below) |
|------------------|--|--|--|
| Local Trunkline  | 35, 36, 71, 71x  | 20   | \$4.50                                   |
| Regular Local    | 17, 22, 23, 23X, 29, 49  | 18   | \$6.50                                   |
| Local Connector  | 219, 228, 233, 245, 251, 257                                     | 8  | \$9.00                                   |
| Supplemental     | 113, 115, 117, 119, 125, 135, 139, 145, 149, 151, 154, 171       | 20 per trip                                      | \$3.00                                   |
| Rural            | 61, 68   | 6  | \$12.00                                  |
| Recreational     | 66 (Muir Woods Shuttle)  | 25   | \$3.00                                   |
| Demand Response  | Local DAR, Novato DAR, Dillon Beach/Tomales DAR, Point Reyes DAR | 2  | \$35.00                                  |

\*Productivity targets reflect buses at full capacity. Due to the COVID-19 pandemic, the State of California and the Marin County Public Health Officer limited boarding to 25% of seated capacity.

## Performance Summary

In the third quarter of FY 2020/21, Marin Transit carried a total of 351,380 passengers systemwide. This represents a decrease of 50.8% in ridership compared to the third quarter of the previous fiscal year and a 1.8% increase from the second quarter of this fiscal year. On fixed-route transit services, Marin Transit carried 339,046 riders. This is a 47.8% decrease from FY 2019/20 and a 1.5% increase from the second quarter of this fiscal year. Marin Access services carried 12,332 trips on demand response and mobility management programs. This reflects a decrease of 65.9% compared to the last fiscal year and an increase of 13.3% compared to the prior quarter in FY21. The tables at the end of this report provide a breakdown of all route-level statistics.

### Local Trunkline (Routes 35, 36, 71 and 71x)

In the third quarter of FY 2020/21, Local Trunkline services carried 127,754 passengers. Supplemental Routes 135 and 171 provide additional service on Routes 35, 71, and 71x and carried an additional 39,992 passengers. Combined, ridership on these routes represent a 34.7% decrease compared to the third quarter of FY 2019/20 and 4%

increase from the second quarter of FY21. No routes met their productivity target of 20 passengers per hour or subsidy target of \$4.50 per passenger. Local Trunkline and backup supplemental services accounted for 35.7% of fixed route service in revenue hours and 49.5% of fixed route ridership in the third quarter of FY2020/21.

**Local Basic (Routes 17, 22, 23, 23x, 29, and 49)**

Local Basic services carried a total of 108,837 passengers during the third quarter of this fiscal year. Supplemental Routes 117 and 122 provide backup service to Routes 17 and 22 carried an additional 6,597 passengers. Combined, these routes account for a decrease of 42.6% compared to last fiscal year, and a 0.9% increase from the second quarter of this fiscal year. No routes met their performance target of 18 passengers per hour or the subsidy target of \$6.50 per passenger. Local Basic routes and their backup routes represent 32.9% of fixed route revenue hours and 34% of fixed route ridership in the third quarter of FY2020/21.

**Local Connector (Routes 219, 228, 233, 245, 251, and 257)**

During the third quarter, Local Connector services carried 41,156 total passengers. This is 52.9% lower than the previous year and a 7.4% decrease from the second quarter of this fiscal year. No routes met the productivity target of 8 passengers per hour or the subsidy target of \$9.00 per passenger. Local Connector routes accounted for 21.4% of fixed route service in revenue hours and carried 12.1% of fixed-route ridership in the third quarter of FY2020/21.

**Supplemental School (Routes 113, 115, 119, 125, 139, 145, 149, 151, and 154)**

Supplemental school services were suspended due to the COVID-19 pandemic Shelter in Place order and school closures except for Route 125, 145, and 151. Route 145 resumed service in November 2020 and carried a total of 651 passengers in the third quarter. Routes 125 and 151 resumed service in February 2021 and carried a total of 1,460 passengers in the third quarter.

**Supplemental Back Up Service (Routes 117, 135, and 171)**

Marin Transit created three new supplemental routes (117, 135, and 171) to provide temporary backup services to alleviate COVID-19 boarding capacity limitations. This backup service went into effect on August 10, 2020. In addition to the Canal corridor and Highway 101 bus pads, the District provides backup service in Mill Valley and Strawberry. Supplemental backup service carried a total of 45,808 passengers during the third quarter of FY 2020/21. There are no performance targets established for this temporary service.

### **Rural (West Marin Stagecoach Routes 61 and 68)**

In the third quarter, the two Stagecoach routes carried 12,599 passengers. This is a 42.5% decrease from the prior year and a 5.4% decrease compared to second quarter of FY21. Neither route met their productivity goal of 6 passengers per hour or subsidy goal of \$12.00 per passenger. Stagecoach ridership represented 3.7% of fixed route ridership in the third quarter of FY2020/21.

### **Partnership Services (Route 122 – College of Marin Express)**

Route 122 was suspended due to the COVID-19 pandemic and resumed service on August 10, 2020 when the District established the supplemental backup routes. The route was suspended on February 22, 2021. In the third quarter of FY 2020/21, Route 122 carried 781 passengers. This represents an 83.3% decrease from the third quarter of the previous year.

### **Yellow Bus**

Ross Valley School District yellow bus service was suspended due to the COVID-19 pandemic Shelter in Place order and school closures.

### **Recreational (Route 66-Muir Woods Shuttle)**

The Muir Woods Shuttle service has been suspended since March 16, 2020 due the COVID-19 pandemic and did not operate during the third quarter of FY 2020/21.

### **Marin Access**

Mobility Management programs offered by Marin Access include demand response services, Catch-A-Ride, and Volunteer Driver programs.

In the third quarter of FY 2020/21, local paratransit carried 7,756 passengers. The service productivity average of 1.8 passengers per hour did not meet the 2.0 standard. The number of passengers represents a 69.4% decrease in ridership compared to the prior fiscal year. With a subsidy per passenger of \$101.20, the service did not meet the subsidy target of \$35.00 per passenger.

The Novato Dial-a-Ride service carried 447 passengers and met its 2.0 productivity standard at 2.5 passengers per hour. Ridership was 65.3% lower than in the previous fiscal year. The service did not meet the subsidy target of \$35.00 per passenger.

The Dillon Beach/Tomales Dial-a-Ride provides curb-to-curb pick-up and drop-off between Dillon Beach, Tomales, and Petaluma and operates on Wednesdays only. During the third quarter, the service carried 87 passengers. This represents a 8.8% increase compared to last year. The service productivity average of 1 passenger per hour did not meet the 2.0 passengers per hour target. The service did not meet the subsidy target of \$35.00 per passenger.

In July 2016, Marin Transit added a general public dial-a-ride service between Point Reyes Station and Novato. The service runs twice per month on the first and third Monday. The service carried 34 passengers in the third quarter, which is 48.5% lower than the third quarter of last year. At 0.8 passengers per hour, the rural dial-a-ride did not meet its 2.0 productivity target. The service did not meet its subsidy target of less than \$35.00 per passenger trip.

The Volunteer Driver Program completed 1,921 trips in the third quarter of FY 2020/21. This represents a 35.1% decrease compared to the previous fiscal year.

The Catch-a-Ride program provided 944 one-way trips. This is a decrease of 69.4% compared to the prior year.

In July 2020 Marin Transit launched an updated on-demand microtransit service, Marin Transit Connect. This pilot program carried a total of 656 passengers in the third quarter, a 80.5% decrease from the prior year. There are currently no Board-adopted performance targets for the Connect service. At the beginning of FY 2019/20, staff provided the Board with a one-year evaluation report of the previous Connect pilot. The report suggested performance targets of 4.0 passengers per hour and \$15.00 per passenger trip. The Connect's performance continued to improve in FY 2019/20. The program is not meeting outlined targets, primarily due to low utilization from first-last mile commuters. Prior to the pandemic, commuters were the largest rider group. They significantly reduced their travel due Shelter-in-Place orders. In July 2020, Marin Transit expanded the Connect service area from limited areas of Northern and Downtown San Rafael to 2.5 sq. miles surrounding all of Marin's SMART rail stations.

## **Ridership Trends**

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The Governor issued a Shelter-in-Place order for the State of California that began on March 16, 2020 in response to the COVID-19 global pandemic. The order advised the public to limit travel to essential trips only, including on public transportation. This led

to a precipitous decline in travel demand and in overall ridership throughout the second quarter of FY 2020/21. Marin Transit continues to provide regular service. However, the pandemic has led to significant disruptions to Marin Transit operations, ridership, and corresponding fare revenue on fixed route and paratransit services. Marin Transit suspended yellow bus service in the Ross Valley and Muir Woods Shuttle service. Supplemental School Routes were largely suspended, and the District redeployed these resources to other areas to assist with overcrowding issues. Staff continue to coordinate with schools and our partners at the National Park Service to determine when these services will be reinstated. Marin Transit staff assume that the Muir Woods Shuttle will resume weekend/Holiday service from Pohono in mid-June and most Supplemental School routes will return in the fall of 2021.

In the third quarter of FY 2020/21, most ridership occurred on Local Trunkline and Supplemental Backup routes that serve the Highway 101 corridor from Marin City to Novato and the Canal to San Rafael Transit Center corridor. These transit corridors have historically been the busiest in Marin County and serve dense, lower-income, and minority communities. Residents in these corridors are more likely to be essential workers who rely on public transportation. The District is also seeing lower declines in ridership on West Marin Stagecoach routes and rural dial-ride services, likely because transit riders who live in more rural areas of the county do not have as many transportation options.

The 50.8% decrease in overall ridership is generally in line with the trends among bus transit agencies throughout the country and in the Bay Area. According to the National Transit Database, nationwide bus ridership declined 53% during the third quarter of FY 2020/21 compared to the prior year. The District continues to experience a slow and steady rebound in ridership, likely due to increased availability of vaccinees and the multi-agency (MCTD, GGBHTD, & SMART) effort to provide fare free transit to vaccinations. Additionally, COVID-19 cases continue to decline and guidance from the State and the CDC reflect easing of COVID restrictions.

Regionally, Marin Transit fixed route services continue to perform relatively well compared to other North Bay transit agencies. In the third quarter of FY2020/21, Golden Gate Transit carried 136,513 passengers, representing just over a third of Marin Transit's fixed route ridership (351,380), while SMART carried only 24,073 passengers. Given the significant drop in commuter transit market due to COVID-19 lockdowns, Golden Gate Transit experienced a 77.6% decrease while SMART reported an 86.4% decrease in the third quarter of 2019/20. At 50.7%, Marin Transit experienced a relatively lower decline

in the fixed route ridership in this quarter compared to other Bay Area transit agencies that provide local countywide transit services. Comparing to other Countywide peer agencies, Napa Valley Transportation Authority (VINE), SamTrans, and Solano County Transit (SolTrans) experienced a 74%, 69%, and 56% decline in bus ridership, respectively.

Compared to the prior year, demand for Marin Access mobility management and demand response programs declined by 65.9% during the third quarter of FY 2020/21. Most Marin Access programs serve older adults who belong to a high-risk COVID-19 age cohort, and demand response ridership has not recovered to the extent that fixed route bus service has.

**Table 2** below compares these factors, and qualitatively evaluates their potential impact on ridership.

**Table 2: Factors Impacting Ridership Comparison**

| Factor   |                     | FY 2019/20 Q3 | FY 2020/21 Q3 | Impact |
|--|---------------------|---------------|---------------|--------|
| Calendar                                       | Weekdays            | 65            | 64            | --     |
|  | Weekends & Holidays | 29            | 29            | --     |
|  | Muir Woods Shuttle  | 33            | 0             | ▼▼▼    |
| Service Disruptions (cancelled/missed service) |                     | 37            | 64            | ▼      |
| Rainfall (inches)                              |                     | 3.82          | 7.02          | ▼      |
| Gas Prices                                     |                     | \$3.90        | \$3.91        | --     |

The District continues to maintain the remaining fixed route services and run supplemental backup services to allow for adequate social distancing. Staff been working with school districts to reinstate supplemental school routes as schools reopen for in-class learning. In May, the District increased passenger capacities on Marin Transit vehicles to 50%. This helped alleviate pass-ups and will inform future service and operations as the economy reopens. Staff will continue to monitor service and ridership levels and respond to changing circumstances as needed. Staff anticipate there will be future adjustments to reflect changes to Marin County COVID-19 tier assigned by the California Department of Public Health and as more of the population is vaccinated.



## FY 2021 Marin Access Outreach and Travel Training

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### Travel Navigator Reporting Month: January, February, and March 2021

| Date(s)   | Program | Description | Attendees |
|---|---------|-------------|-----------|
| <i>There were no Marin Access outreach or Travel Training events due to COVID-19.</i> |         |             |           |

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## Fixed-Route

### Fixed-Route Passenger Statistics by Route

| Typology                | Route         | Passengers     | %Change*      | Revenue Hours | %Change*       | Productivity (pax/hr) | Change*      |
|-------------------------|---------------|----------------|---------------|---------------|----------------|-----------------------|--------------|
| 1. Local Trunkline      | 35            | 70,179         | ▼53.4%        | 6,099         | ▲4.4%          | 11.5                  | ▼14.3        |
|                         | 36            | 36,271         | ▼55.4%        | 3,347         | ▼1.0%          | 10.8                  | ▼13.2        |
|                         | 71            | 21,304         | ▼14.2%        | 3,161         | ▲70.6%         | 6.7                   | ▼6.7         |
|                         | <b>Rollup</b> | <b>127,754</b> | <b>▼50.3%</b> | <b>12,608</b> | <b>▲13.8%</b>  | <b>10.1</b>           | <b>▼13.1</b> |
| 2. Local Basic          | 17            | 25,057         | ▼55.1%        | 3,342         | ▼8.4%          | 7.5                   | ▼7.8         |
|                         | 22            | 19,697         | ▼55.1%        | 2,835         | ▼34.2%         | 6.9                   | ▼3.3         |
|                         | 23            | 23,566         | ▼46.0%        | 2,727         | ▲0.8%          | 8.6                   | ▼7.5         |
|                         | 23X           | 6,552          | ▼38.0%        | 624           | ▼9.2%          | 10.5                  | ▼4.9         |
|                         | 29            | 4,456          | ▼50.0%        | 637           | ▼8.8%          | 7.0                   | ▼5.8         |
|                         | 49            | 29,509         | ▼48.3%        | 3,764         | ▲1.0%          | 7.8                   | ▼7.5         |
|                         | <b>Rollup</b> | <b>108,837</b> | <b>▼50.5%</b> | <b>13,929</b> | <b>▼11.7%</b>  | <b>7.8</b>            | <b>▼6.1</b>  |
| 3. Local Connector      | 219           | 5,963          | ▼48.2%        | 1,539         | ▼4.9%          | 3.9                   | ▼3.2         |
|                         | 228           | 7,584          | ▼55.5%        | 2,359         | ▼5.8%          | 3.2                   | ▼3.6         |
|                         | 233           | 4,512          | ▼46.8%        | 1,007         | ▼7.3%          | 4.5                   | ▼3.3         |
|                         | 245           | 4,691          | ▼59.4%        | 1,036         | ▼4.5%          | 4.5                   | ▼6.1         |
|                         | 251           | 12,086         | ▼47.5%        | 2,336         | ▼1.6%          | 5.2                   | ▼4.5         |
|                         | 257           | 6,320          | ▼60.0%        | 1,878         | ▼2.2%          | 3.4                   | ▼4.9         |
|                         | <b>Rollup</b> | <b>41,156</b>  | <b>▼52.9%</b> | <b>10,156</b> | <b>▼4.1%</b>   | <b>4.1</b>            | <b>▼4.2</b>  |
| 4. Supplemental         | 113           | 0              | ▼100.0%       | 0             | ▼100.0%        |                       |              |
|                         | 115           | 0              | ▼100.0%       | 0             | ▼100.0%        |                       |              |
|                         | 117           | 5,816          | ▲11.7%        | 1,268         | ▲1,039.8%      | 4.6                   | ▼42.2        |
|                         | 119           | 0              | ▼100.0%       | 0             | ▼100.0%        |                       |              |
|                         | 125           | 104            | ▼95.7%        | 37            | ▼72.0%         | 2.8                   | ▼15.2        |
|                         | 135           | 23,715         |               | 1,641         |                | 14.5                  |              |
|                         | 139           | 0              | ▼100.0%       | 0             | ▼100.0%        |                       |              |
|                         | 145           | 651            | ▼86.8%        | 396           | ▲556.1%        | 1.6                   | ▼80.3        |
|                         | 149           | 0              | ▼100.0%       | 0             | ▼100.0%        |                       |              |
|                         | 151           | 1,356          | ▼87.0%        | 375           | ▲94.4%         | 3.6                   | ▼50.5        |
|                         | 154           | 0              | ▼100.0%       | 0             | ▼100.0%        |                       |              |
|                         | 171           | 16,277         |               | 2,687         |                | 6.1                   |              |
|                         | Covid         | 0              |               | 0             |                |                       |              |
|                         | <b>Rollup</b> | <b>47,919</b>  | <b>▲7.5%</b>  | <b>6,404</b>  | <b>▲513.2%</b> | <b>7.5</b>            | <b>▼35.2</b> |
| 5. Rural                | 61            | 2,920          | ▼40.5%        | 1,444         | ▲22.6%         | 2.0                   | ▼2.1         |
|                         | 68            | 9,679          | ▼43.1%        | 2,474         | ▼6.9%          | 3.9                   | ▼2.5         |
|                         | <b>Rollup</b> | <b>12,599</b>  | <b>▼42.5%</b> | <b>3,919</b>  | <b>▲2.2%</b>   | <b>3.2</b>            | <b>▼2.5</b>  |
| 6. Partnership Services | 122           | 781            | ▼83.3%        | 415           | ▼25.3%         | 1.9                   | ▼6.5         |
|                         | <b>Rollup</b> | <b>781</b>     | <b>▼83.3%</b> | <b>415</b>    | <b>▼25.3%</b>  | <b>1.9</b>            | <b>▼6.5</b>  |
| 7. Yellow Bus Rollup    | Hdn Valley    | 0              | ▼100.0%       | 0             | ▼100.0%        |                       |              |
|                         | <b>Rollup</b> | <b>339,048</b> | <b>▼50.0%</b> | <b>47,434</b> | <b>▲7.6%</b>   | <b>7.1</b>            | <b>▼8.2</b>  |

\* Change compared to same quarter of prior year

## Fixed-Route

### Fixed-Route Financial Statistics by Route

| Typology                | Route         | Operating Cost     | %Change*       | Passenger Revenue | %Change*      | Average Subsidy | Change*         | Farebox Recovery | Change*       |
|-------------------------|---------------|--------------------|----------------|-------------------|---------------|-----------------|-----------------|------------------|---------------|
| 1. Local Trunkline      | 35            | \$943,088          | ▲4.3%          | \$60,846          | ▼59.7%        | \$12.57         | ▲\$7.57         | 6.5%             | ▼10.2%        |
|                         | 36            | \$516,929          | ▼0.5%          | \$29,855          | ▼61.6%        | \$13.43         | ▲\$7.99         | 5.8%             | ▼9.2%         |
|                         | 71            | \$506,173          | ▲69.5%         | \$21,032          | ▼33.3%        | \$22.77         | ▲\$12.01        | 4.2%             | ▼6.4%         |
|                         | <b>Rollup</b> | <b>\$1,966,190</b> | <b>▲14.2%</b>  | <b>\$111,733</b>  | <b>▼57.0%</b> | <b>\$14.52</b>  | <b>▲\$8.82</b>  | <b>5.7%</b>      | <b>▼9.4%</b>  |
| 2. Local Basic          | 17            | \$358,833          | ▼36.6%         | \$23,830          | ▼63.2%        | \$13.37         | ▲\$4.38         | 6.6%             | ▼4.8%         |
|                         | 22            | \$300,632          | ▼31.5%         | \$18,625          | ▼66.2%        | \$14.32         | ▲\$5.58         | 6.2%             | ▼6.4%         |
|                         | 23            | \$416,289          | ▲2.2%          | \$21,827          | ▼55.6%        | \$16.74         | ▲\$8.53         | 5.2%             | ▼6.8%         |
|                         | 23X           | \$96,606           | ▼7.9%          | \$5,981           | ▼42.0%        | \$13.83         | ▲\$4.88         | 6.2%             | ▼3.6%         |
|                         | 29            | \$98,218           | ▼8.0%          | \$4,253           | ▼56.1%        | \$21.09         | ▲\$10.21        | 4.3%             | ▼4.7%         |
|                         | 49            | \$404,566          | ▲3.9%          | \$23,681          | ▼59.7%        | \$12.91         | ▲\$7.11         | 5.9%             | ▼9.2%         |
|                         | <b>Rollup</b> | <b>\$1,675,144</b> | <b>▼16.8%</b>  | <b>\$98,198</b>   | <b>▼60.4%</b> | <b>\$14.49</b>  | <b>▲\$6.46</b>  | <b>5.9%</b>      | <b>▼6.4%</b>  |
| 3. Local Connector      | 219           | \$161,390          | ▼3.0%          | \$5,280           | ▼63.0%        | \$26.18         | ▲\$12.98        | 3.3%             | ▼5.3%         |
|                         | 228           | \$240,952          | ▼3.6%          | \$7,602           | ▼65.4%        | \$30.77         | ▲\$17.38        | 3.2%             | ▼5.6%         |
|                         | 233           | \$103,172          | ▼6.3%          | \$4,094           | ▼56.1%        | \$21.96         | ▲\$10.06        | 4.0%             | ▼4.5%         |
|                         | 245           | \$108,559          | ▲0.3%          | \$4,139           | ▼63.5%        | \$22.26         | ▲\$13.86        | 3.8%             | ▼6.7%         |
|                         | 251           | \$243,488          | ▼0.0%          | \$9,614           | ▼54.1%        | \$19.35         | ▲\$9.68         | 3.9%             | ▼4.6%         |
|                         | 257           | \$195,410          | ▲0.6%          | \$5,857           | ▼63.3%        | \$29.99         | ▲\$18.70        | 3.0%             | ▼5.2%         |
|                         | <b>Rollup</b> | <b>\$1,052,970</b> | <b>▼1.8%</b>   | <b>\$36,587</b>   | <b>▼61.0%</b> | <b>\$24.70</b>  | <b>▲\$13.50</b> | <b>3.5%</b>      | <b>▼5.3%</b>  |
| 4. Supplemental         | 113           | \$0                | ▼100.0%        | \$0               | ▼100.0%       |                 |                 |                  |               |
|                         | 115           | \$0                | ▼100.0%        | \$0               | ▼100.0%       |                 |                 |                  |               |
|                         | 117           | \$158,269          | ▲728.6%        | \$6,236           | ▲162.9%       | \$26.14         | ▲\$22.93        | 3.9%             | ▼8.5%         |
|                         | 119           | \$0                | ▼100.0%        | \$0               | ▼100.0%       |                 |                 |                  |               |
|                         | 125           | \$5,762            | ▼72.6%         | \$101             | ▼95.5%        | \$54.43         | ▲\$46.61        | 1.8%             | ▼8.9%         |
|                         | 135           | \$194,411          |                | \$21,301          |               | \$7.30          |                 | 11.0%            |               |
|                         | 139           | \$0                | ▼100.0%        | \$0               | ▼100.0%       |                 |                 |                  |               |
|                         | 145           | \$50,014           | ▲392.7%        | \$895             | ▼55.6%        | \$75.45         | ▲\$73.81        | 1.8%             | ▼18.0%        |
|                         | 149           | \$0                | ▼100.0%        | \$0               | ▼100.0%       |                 |                 |                  |               |
|                         | 151           | \$45,872           | ▲52.0%         | \$1,247           | ▼75.0%        | \$32.91         | ▲\$30.50        | 2.7%             | ▼13.8%        |
|                         | 154           | \$0                | ▼100.0%        | \$0               | ▼100.0%       |                 |                 |                  |               |
|                         | 171           | \$339,733          |                | \$15,802          |               | \$19.90         |                 | 4.7%             |               |
|                         | Covid         | \$0                |                | \$0               |               |                 |                 |                  |               |
|                         | <b>Rollup</b> | <b>\$794,062</b>   | <b>▲359.5%</b> | <b>\$45,583</b>   | <b>▲79.4%</b> | <b>\$15.62</b>  | <b>▲\$12.31</b> | <b>5.7%</b>      | <b>▼9.0%</b>  |
| 5. Rural                | 61            | \$182,513          | ▲36.2%         | \$2,075           | ▼61.0%        | \$61.79         | ▲\$35.56        | 1.1%             | ▼2.8%         |
|                         | 68            | \$308,312          | ▼0.2%          | \$7,254           | ▼58.0%        | \$31.10         | ▲\$13.95        | 2.4%             | ▼3.2%         |
|                         | <b>Rollup</b> | <b>\$490,825</b>   | <b>▲10.8%</b>  | <b>\$9,328</b>    | <b>▼58.7%</b> | <b>\$38.22</b>  | <b>▲\$19.03</b> | <b>1.9%</b>      | <b>▼3.2%</b>  |
| 6. Partnership Services | 122           | \$49,066           | ▼41.0%         | \$1,020           | ▼98.0%        | \$61.52         | ▲\$54.84        | 2.1%             | ▼60.4%        |
|                         | <b>Rollup</b> | <b>\$49,066</b>    | <b>▼41.0%</b>  | <b>\$1,020</b>    | <b>▼98.0%</b> | <b>\$61.52</b>  | <b>▲\$54.84</b> | <b>2.1%</b>      | <b>▼60.4%</b> |
| 7. Yellow Bus Rollup    | Hdn Valley    | \$0                | ▼100.0%        | \$0               | ▼100.0%       |                 |                 |                  |               |
|                         |               | <b>\$6,249,332</b> | <b>▲6.4%</b>   | <b>\$302,452</b>  | <b>▼68.0%</b> | <b>\$17.54</b>  | <b>▲\$10.27</b> | <b>4.8%</b>      | <b>▼11.3%</b> |

\* Change compared to same quarter of prior year

## Marin Access

### Marin Access Passenger Statistics by Service

| Typology                  | Route         | Passengers    | %Change*      | Revenue Hours | %Change*      | Productivity (pax/hr) | Change*     |
|---------------------------|---------------|---------------|---------------|---------------|---------------|-----------------------|-------------|
| <b>9. Demand Response</b> | Dillon DAR    | 87            | ▲8.8%         | 86            | ▲43.8%        | 1.0                   | ▼0.3        |
|                           | Local Para    | 7,756         | ▼69.4%        | 4,470         | ▼63.2%        | 1.7                   | ▼0.4        |
|                           | MTC           | 656           | ▼80.5%        | 1,443         | ▼17.9%        | 0.5                   | ▼1.5        |
|                           | Novato DAR    | 447           | ▼65.3%        | 181           | ▼68.6%        | 2.5                   | ▲0.2        |
|                           | PtReyesDAR    | 34            | ▼48.5%        | 40            | ▲27.1%        | 0.8                   | ▼1.2        |
|                           | <b>Rollup</b> | <b>8,980</b>  | <b>▼70.2%</b> | <b>6,221</b>  | <b>▼57.4%</b> | <b>1.4</b>            | <b>▼0.6</b> |
| <b>Catch-A-Ride</b>       | CAR_Gen       | 574           | ▼68.7%        | 0             |               |                       |             |
|                           | CAR_LowInc    | 370           | ▼70.4%        | 0             |               |                       |             |
|                           | <b>Rollup</b> | <b>944</b>    | <b>▼69.4%</b> | <b>0</b>      |               |                       |             |
| <b>Volunteer Driver</b>   | VolDrvr       | 1,971         | ▼8.6%         | 2,436         | ▼8.6%         | 0.8                   | ▲0.0        |
|                           | VolDrvrWM     | 437           | ▼45.5%        | 711           | ▼44.9%        | 0.6                   | ▼0.0        |
| <b>Rollup</b>             |               | <b>12,332</b> | <b>▼65.9%</b> | <b>9,368</b>  | <b>▼49.5%</b> | <b>1.3</b>            | <b>▼0.6</b> |

### Marin Access Financial Statistics by Service

| Typology                  | Route         | Operating Cost     | %Change*      | Passenger Revenue | %Change*      | Average Subsidy | Change*         | Farebox Recovery | Change*      |
|---------------------------|---------------|--------------------|---------------|-------------------|---------------|-----------------|-----------------|------------------|--------------|
| <b>9. Demand Response</b> | Dillon DAR    | \$5,020            | ▲29.3%        | \$101             | ▼73.3%        | \$56.53         | ▲\$12.73        | 2.0%             | ▼7.7%        |
|                           | Local Para    | \$802,282          | ▼30.2%        | \$17,652          | ▼64.1%        | \$101.16        | ▲\$57.81        | 2.2%             | ▼2.1%        |
|                           | MTC           | \$152,311          | ▼1.1%         | \$2,385           | ▼79.2%        | \$228.55        | ▲\$186.22       | 1.6%             | ▼5.9%        |
|                           | Novato DAR    | \$28,195           | ▼44.3%        | \$915             | ▼61.0%        | \$61.03         | ▲\$23.60        | 3.2%             | ▼1.4%        |
|                           | PtReyesDAR    | \$2,311            | ▲13.4%        | \$35              | ▼88.2%        | \$66.94         | ▲\$40.50        | 1.5%             | ▼12.9%       |
|                           | <b>Rollup</b> | <b>\$990,118</b>   | <b>▼27.2%</b> | <b>\$21,088</b>   | <b>▼66.9%</b> | <b>\$107.91</b> | <b>▲\$64.96</b> | <b>2.1%</b>      | <b>▼2.6%</b> |
| <b>Catch-A-Ride</b>       | CAR_Gen       | \$51,624           | ▼16.4%        | \$2,329           | ▼37.4%        | \$85.88         | ▲\$54.21        | 4.5%             | ▼1.5%        |
|                           | CAR_LowInc    | \$27,792           | ▼8.3%         | \$1,510           | ▼40.5%        | \$71.04         | ▲\$48.81        | 5.4%             | ▼2.9%        |
|                           | <b>Rollup</b> | <b>\$79,416</b>    | <b>▼13.7%</b> | <b>\$3,839</b>    | <b>▼38.7%</b> | <b>\$80.06</b>  | <b>▲\$52.22</b> | <b>4.8%</b>      | <b>▼2.0%</b> |
| <b>Volunteer Driver</b>   | VolDrvr       | \$21,603           | ▲8.0%         | \$0               |               | \$10.96         | ▲\$1.69         | 0.0%             | -            |
|                           | VolDrvrWM     | \$8,702            | ▼26.4%        | \$0               |               | \$19.91         | ▲\$5.16         | 0.0%             | -            |
| <b>Rollup</b>             |               | <b>\$1,099,839</b> | <b>▼25.8%</b> | <b>\$24,927</b>   | <b>▼64.4%</b> | <b>\$87.16</b>  | <b>▲\$48.13</b> | <b>2.3%</b>      | <b>▼2.4%</b> |

\* Change compared to same quarter of prior year

## Systemwide Total

### Systemwide Passenger Statistics Summary

|        | Passengers | %Change* | Revenue Hours | %Change* | Productivity (pax/hr) | Change* |
|--------|------------|----------|---------------|----------|-----------------------|---------|
| Values | 351,380    | ▼50.8%   | 56,802        | ▼9.3%    | 6.2                   | ▼5.2    |

### Systemwide Financial Statistics Summary

|        | Operating Cost | %Change* | Passenger Revenue | %Change* | Average Subsidy | Change*  | Farebox Recovery | Change* |
|--------|----------------|----------|-------------------|----------|-----------------|----------|------------------|---------|
| Values | \$7,349,171    | ▼0.1%    | \$327,379         | ▼67.8%   | \$19.98         | ▲\$11.10 | 4.5%             | ▼9.3%   |

\* Change compared to same quarter of prior year